



# WSCA Software VAR Contract

(Software Value Added Reseller)

**MANDATORY FOR STATE AGENCIES**  
**AVAILABLE TO POLITICAL SUBDIVISIONS**

The WSCA-NASPO cooperative purchasing organization has established contracts for state agencies and political subdivisions to purchase **Commercial off-the-shelf (COTS)** software licenses and maintenance. It does not include customizable software that requires design, configuration, or installation services.

Contractor	WSCA Contract Number	State Contract Number	PA Signed
En Pointe Technologies	ADSP011-00000358-1	W2012SVAR0001	Yes
SHI	ADSP011-00000358-3	W2012SVAR0002	Yes

**Contract Term:** November 9, 2012 through **June 2, 2015**. One (1) one-year renewal option remains.

Agencies can use either contract to purchase COTS software licenses and maintenance with the exception of Microsoft Enterprise Agreement (EA) products. Microsoft EA products are only available from En Point. Either reseller can help you determine if your Microsoft orders include EA products.

## **En Pointe** (Pronounced "On Point")

**PLACING ORDERS:** Agencies can receive quotes and place orders via phone at: **(866) 334-2085**, by fax at: **(508) 660-0309**, or email at: [wscaalaska@enpointe.com](mailto:wscaalaska@enpointe.com). You must include the WSCA Contract Number **ADSP011-00000358-1** to receive the WSCA discount for En Pointe orders.

**WEBSITE:** En Pointe has a website dedicated to the State of Alaska that includes placing orders, order tracking, and reporting features. En Pointe's Alaska page is called AccessPointe and is located at: <http://www.accesspointe.com/>

## **SHI** (Software House International)

**PLACING ORDERS:** Agencies can receive quotes and place orders via phone at: **(888) 744-4084 x3529**, or email at: [akslg@shi.com](mailto:akslg@shi.com). You must include the WSCA Contract Number **ADSP011-00000358-3** to receive the WSCA discount for SHI orders.

**WEBSITE:** SHI has a website dedicated to the State of Alaska that includes product descriptions, pricing, and several common shopping features. SHI's Alaska page is located at: <https://www.publicsector.shidirect.com/>

There is a list box in the middle of the page titled **Contracts**. Click on the associated down arrow to access the **State of Alaska WSCA** contract.

**Off-Contract Items:** The websites for both companies feature hardware and services that are not included in this WSCA Software Reseller contract. Those items are provided for marketing purposes only but can be purchased by using regular state procurement procedures. **Remember, this contract is for COTS software licenses and maintenance regardless of what is available on the vendor website.**

**Exceptions to the Mandatory Rule:** Executive branch agencies are required to purchase their COTS software from either En Pointe or SHI software except under the following conditions:

- If the agency can save at least 5% going off contract and they give both resellers a chance to confirm they are comparing “apples for apples”
- If the agency has an order that exceeds \$100,000 they may go off contract to conduct a competitive solicitation.

**Problem Escalation:** If you have problems with either contract, you can escalate your concerns by following these instructions:

## En Pointe Technologies

### AMY BATES

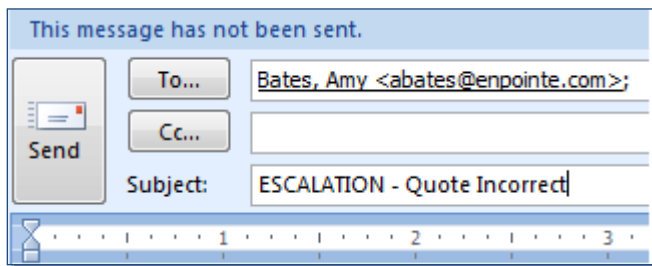
ACCOUNT EXECUTIVE (ALASKA ACCOUNT)

PHONE: (214) 451-2163

CELL: (214) 714-6111

EMAIL: [abates@enpointe.com](mailto:abates@enpointe.com)

To escalate an issue with En Pointe, send an email to Amy Bates that includes the word “ESCALATION” in capital letters in the **subject line** as shown in the following example:



The screenshot shows an email composition window. At the top, a status bar says "This message has not been sent." Below this, there is a "Send" button on the left. To the right of the "Send" button are fields for "To...", "Cc...", and "Subject:". The "To..." field contains "Bates, Amy <abates@enpointe.com>". The "Cc..." field is empty. The "Subject:" field contains "ESCALATION - Quote Incorrect". At the bottom of the window, there is a progress bar with three segments, the first of which is filled.

## SHI

### TERRANCE BRIDGERS

INSIDE TEAM MANAGER (ALASKA ACCOUNT)

PHONE: (732) 652-6598

EMAIL: [terrance\\_bridgers@shi.com](mailto:terrance_bridgers@shi.com)

To escalate an issue with SHI, contact Terrance Bridgers by phone or email. You may also contact Alison Turner, West Region Sales Director, at (425) 974-5997 or [alison\\_turner@shi.com](mailto:alison_turner@shi.com)

**WSCA:** The original solicitation and contract terms and conditions for these software reseller services can be found at the following WSCA-NASPO website: <http://www.aboutwsca.org/contract.cfm/contract/w35-2010>.

**State Contact Information:** If you have questions regarding this contract, please contact:

### Jason Grove, CPPB

Contracting Officer

State of Alaska

Department of Administration

Division of General Services

Phone: (907) 465-5679

Email: [jason.grove@alaska.gov](mailto:jason.grove@alaska.gov)